

Ayaz Ahmed

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CAREER SUMMARY

A result oriented professional with 23+ years of experience in Finance, Accounts Management, Collections & MICE Operations and Team Management. Currently associated with Kreative Global Services, Bangalore as Assistant Manager – Operations and Finance. Managing 2 teams responsible for complete range of travel operations and Finance. Proficient in developing & streamlining systems with proven ability to enhance operational effectiveness and meet operational goals within the time parameters.

Experienced in all levels of accounting, including financial management, financial reporting, payroll, accounts payable, accounts receivable and auditing (not-for-profits, government entities, employee benefit plans, and health care). Able to prepare financial statements and utilize knowledge of cost accounting principles and compliance requirements for purposes of reporting in compliance with GAAP. Skilled in leading and motivating staff teams for superior customer service and smooth office operations. Effective in interacting with diverse groups and individuals while being recognized for consistently maintaining a positive and professional attitude

Expertise in creating and identifying opportunities; identifying, evaluating and recommending MICE destination and properties to the corporate decision makers; excellent interpersonal, communication and organizational skills with proven abilities in leading motivated teams towards achieving organizational goals and objectives. Hold the distinction of handling major cost effective crisis ensuring MICE arrangements and travel accounts on time. Possess excellent liaising skills to coordinate with different suppliers for making MICE arrangements for corporate. Very effective in Accounts reconciliations with flair to identify the problems in bills submission and good presentation skills and abilities in collection of payments outstanding and establish beneficial relationships.

CORE COMPETENCIES

Key Management/Role

- Accounts management in Tally, GST filing, Accounts Reconciliation
- Domestic and International Air Ticketing, Holiday Package and Hotel Booking.
- Incharge of Accounts team consisting of 4 members
- Overseeing day-to-day Accounting
- Preparation of Cash flow statement
- Managing Client Outstanding Ledgers
- Overseeing expenses, petty cash and reimbursement
- Budget preparation
- Tracking of Accounts receivables and payables
- Payment follow-ups and collection from Clients.
- Monthly GST Filing.
- Bank Accounts reconciliation.
- Overseeing and helping in preparation of invoices, Credit notes, Payment, Receipts etc
- Managing Accounts payable and receivable
- Processing of all Service Providers bills at the Corporate.
- Identification, Negotiations and Finalization of venues for Meetings, Conferences and Incentive Groups.
- Managing and arranging employee accommodations across the Globe.
- Ensuring speedy resolution of queries & grievances and maintaining excellent relations with between Corporate and Service Providers.
- Quarterly reviews with the Service Providers and Corporates on developments.
- Generation and maintenance of monthly and yearly MIS reports.
- Maintenance of all the Data in safe and encrypted format.

Strategic Planning

- Formulating long term/ short term strategic plans to enhance payment collections, Bills verification and submission in coordination with the macro plans of organization and the industry trends.
- Forging strategic alliances with Accounts and Travel departments of major organizations, thereby ensuring profitability and efficient saving.

Core Accomplishments

- *Successfully handling Operations and Finance department of Travel Company with utmost success rate and zero escalations.*
- *Incharge of Operations team handling international ticketing and hotel bookings.*
- *Cleared payments of 70 million pending from 2009 to 2017.*
- *Was able to successfully reconcile Amex Credit card account for previous 4 years and bring down the outstanding from 34 million to 4 million in BCD Travels India Private Limited.*
- *Was able to reconcile SAP BTA accounts (3 divisions) and recover up to 23 million of chargebacks for the period 2009 till date in BCD Travels India Private Limited.*
- *Was able to successfully implement new processes in all 13 BTA accounts to avoid chargebacks in Infosys Technologies Ltd.*
- *Received "Star performer of the month" award in BCD Travels India Pvt Ltd.*
- *Received "Pat on the Back" award from Corporate.*

ORGANISATIONAL EXPERIENCE

Since May 18 at Kreative Global Services, Bangalore

As Asst. Manager – Operations and Finance

Deliverables

- *Incharge of Operations team of 4 members and Accounts team of 4 members.*
- *International Ticket and Hotel bookings.*
- *Overseeing day-to-day Accounting*
- *Overseeing and helping in preparation of invoices, Credit notes, Payment, Receipts etc*
- *Preparation of Cash flow statement*
- *Managing Client Outstanding Ledgers*
- *Overseeing expenses, petty cash and reimbursement*
- *Budget preparation*
- *Tracking of Accounts receivables and payables*
- *Payment follow-ups and collection from Clients.*
- *Monthly GST Filing.*
- *Bank Accounts reconciliation.*
- *Meetings and Incentive trip arrangements for Clients*
- *Assisting Travelers in their travel plans.*
- *Checking and providing the best possible routes for the travelers.*
- *Ensuring the smooth flow of bills processing and payment to Service Providers.*
- *Processing bills as per the Company Policy Guidelines to ensure maximum saving and efficient services*
- *Develop good rapport with channel partners both local and global*
- *Ensure audit compliance of each file*
- *Generating monthly and yearly MIS reports on the bookings done and maintaining a proper Sales and purchase reports.*

Apr'15 till Apr'18 at Accoguru Services Private Limited, Bangalore

As Executive-Travel (Corporate)

Deliverables

- *Management of Employee Travel (Domestic and International)*
- *Arranging and managing of Meetings and Incentive trips for all the corporate employees across the Globe*
- *Processing of all Service Providers bills at the Corporate.*
- *Travel, Accommodation and Meeting arrangements of Senior Management for Board Meetings across the Globe.*
- *Identification, Negotiations and Finalization of venues for Meetings, Conferences and Incentive Groups.*
- *Managing and arranging employee accommodations across the Globe.*
- *Management of Forex issuance and returns for all travelers across Globe.*
- *Ensuring all the Service Providers bills are as per the agreement.*
- *Ensuring the smooth flow of bills processing and payment to Service Providers.*
- *Processing bills as per the Company Policy Guidelines to ensure maximum saving and efficient services*
- *Develop good rapport with channel partners both local and global*
- *Ensure audit compliance of each file*
- *Generating monthly and yearly MIS reports on the bills and payments of each Service Provider.*

Apr'13 till Oct'14 at Teamlease Services Private Limited, Bangalore
As Executive-Travel (Corporate)

Deliverables

- Management of Employee Travel (Domestic and International)
- Arranging and managing of Meetings and Incentive trips for all the corporate employees across the Globe
- Processing of all Service Providers bills at the Corporate.
- Travel, Accommodation and Meeting arrangements of Senior Management for Board Meetings across the Globe.
- Identification, Negotiations and Finalization of venues for Meetings, Conferences and Incentive Groups.
- Managing and arranging employee accommodations across the Globe.
- Management of Forex issuance and returns for all travelers across Globe.
- Ensuring all the Service Providers bills are as per the agreement.
- Ensuring the smooth flow of bills processing and payment to Service Providers.
- Processing bills as per the Company Policy Guidelines to ensure maximum saving and efficient services
- Develop good rapport with channel partners both local and global
- Ensure audit compliance of each file
- Generating monthly and yearly MIS reports on the bills and payments of each Service Provider.

Aug'11 – Apr'13 at BCD Travel India Pvt Ltd, Bangalore
As Credit Control Associate

Submission of Bills and tracking of Payments due from all the clients

Deliverables

- Handled 7 corporate accounts (16 divisions) with approximate volume of 40 Million INR on monthly basis;
- Involving and taking care of escalation in terms of bills Submission, corporate payment, and total travel account reconciliations of Accounts both BTA and non BTA.
- Coordinating with clients for setting up corporate submissions and charging of BTA and individual cards for payments.
- Focusing on Collections targets from each corporate company.
- Assisting the team members on accounts reconciliations of corporates and their different entities.
- Enhancing product knowledge of team member & assisting them in all aspect & having meeting with the team members on weekly basis discuss with them on over BTA Accounts of all corporates.
- Resolving Issues on not submitted bills with interaction from Travel Counselor and submission of these Bills
- Passing of rectification entries on BTA Accounts on weekly basis.
- Resolving BTA disputes on monthly basis

Jun'10 – Aug'11 at HRG Sita Travels
Executive Credit Control

Submission of Bills and tracking of Payments due from all the divisions of client.

Deliverables

- Handled a corporate account(7 divisions) with approximate volume of 40 Million INR on monthly basis;
- Involving and taking care of escalation in terms of bills Submission, corporate payment, and total travel account reconciliations of Accounts both BTA and non BTA.
- Coordinating with clients for setting up corporate submissions and BTA and Non BTA for payments.
- Focusing on Collections targets from each division of the corporate.
- Resolving Issues on not submitted bills with interaction from Travel Counselor and submission of these Bills
- Passing of rectification entries on BTA Accounts on weekly basis.
- Resolving BTA disputes on monthly basis

Apr'97 – Jun'10 at Call n Collect

As Projects Coordinator

Deliverables

- *Successfully set up processes for Credit Card Collections, Customer Background Verifications, Mail Management System and Telecalling for Loans and card Collections for different Banking and Telecommunication companies.*
- *Handled 30 DPD, 60 DPD, 90 DPD and 120 DPD Collections for HSBC, HDFC, ABN AMRO, ICICI etc.*
- *Managing individual teams for handling each project*
- *Addressing Customer complaints on Card and Loan payments*
- *Generation and maintenance of MIS reports for every team*
- *Generation and maintenance of MIS reports for every project*
- *Generation and maintenance of MIS reports on Daily, Weekly, Monthly, Quarterly and Yearly basis*
- *Reviewing and resolving tough cases with Executives*
- *Daily Collection Reports maintenance.*
- *Addressing Customer queries and complaints*
- *Keeping track of accounts ledgers and collections*

EDUCATION

- *Bachelor of Commerce – Dr CV Raman University, Bilaspur*
- *Higher Diploma in Software Engineering – Aptech Computer Education, Bangalore*

Soft Skills

- *Creativity and Innovation*
- *Leadership Skills*
- *Team Building Skills*
- *Time Management*

PERSONAL PROFILE

<i>Date of Birth</i>	<i>24th April, 1976</i>
<i>Linguistic Abilities</i>	<i>Urdu, Kannada, Hindi (Read) English (Read and Write)</i>